



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

August 30, 2019

AL TSA: AFH #2019-014
INFORMAL DISPUTE RESOLUTION (IDR) PROCESS SURVEY

Dear Adult Family Home Provider,

We recently sent out a letter informing you of the pilot project that will be launched this fall around the IDR review process. This will involve using a panel to do the review rather than specialized RCS staff. Prior to beginning the pilot project, we would like to get input from AFH providers on how you view the **current** IDR process. We have developed a survey that is available at [this link](#) on the adult family home provider website, and we invite you to participate.

This is part of a comprehensive analysis to better understand provider needs so we can improve the IDR experience. All responses will be anonymous. It should take about five minutes to complete. The survey will be available until October 1. A separate survey will be sent to those who have participated in the IDR panel reviews after the pilot project is complete, and information from both surveys will be used in the final report evaluating the project.

Thank you for participating. Your responses are greatly appreciated. If you have any questions about the IDR process or the AFH IDR pilot project, please contact [Mike Tornquist](#), IDR Unit Manager, at (360) 725-2383.

Sincerely,

Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"